

WHO IS ELIGIBLE FOR SERVICE?

We provide service to residents of the City of Nashua who meet the following criteria:

- An individual who qualifies under the Americans with Disabilities Act (ADA) as having a disability that prohibits him/her from using fixed route buses or
- An individual whom is sixty five (65) years of age or older (*on a space available basis*)

Individuals who feel that they have a disability that prohibits them from taking a fixed route (Citybus) must complete the application process and be deemed eligible before being able to use this service.

For more information regarding eligibility, please call the NTS Transit Coordinator at (603) 821-2030.

Please Note: Age, lack of bus service, illiteracy, or economic status does not qualify individuals for ADA City Lift service. Applicants whose request for eligibility has been denied may appeal this decision. Visitors who are eligible under ADA in other cities or states are welcome to use our service while visiting for up to twenty-one (21) days.

WHAT IS THE SERVICE AREA?

ADA service is provided within ¾ of a mile from a Nashua Transit Fixed Route Bus Stop.

Additional Non-ADA service is provided on a limited basis for Merrimack and Hudson residents. Please call NTS for more information.

HOW DO I SCHEDULE A RIDE ONCE I'M APPROVED?

Reservations must be made by 5:00pm at least 1 day in advance. To make your trip reservations, please call (603) 880-0100 extension 1.

Office hours are Monday through Friday between 8:00am – 5:00pm and Saturdays between 9:00am and 5:00pm. ADA passengers may make a requests for next day service on our automated voicemail up to 5:00pm when our office is closed (Sundays and holidays).

Reservations are accepted up to two (2) weeks prior to requested trip.

If you are eligible under ADA and there are no available ride openings at the time you request, you may be offered an alternate time up to one (1) hour before your request or up to one (1) hour after your request.

A request for subscription trips (multiple, recurring, regularly scheduled trips) may be considered. However, we are limited under ADA to the number of subscription trips that we can schedule.

Service animals are allowed. Please remind NTS at the time you schedule your ride that a service animal will be riding with you. Pets are not allowed.

WHEN YOU CALL, PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:

- Your full name
- Your telephone number
- The date of your trip
- The pick-up address
- The drop-off address
- The times you would like to arrive at and return from your destination
- Whether you use a mobility device
- Whether a personal attendant/PCA or companion will be riding with you
- Whether you will need any assistance from the driver at your pick up or drop off location.

FOR SAFETY'S SAKE...

We may not be able to accommodate you if your mobility device is longer than 48", wider than 30", or of your total weight is more than 600 lbs.

If you use a three wheeled mobility device, the driver will ask you to transfer to a seat in the vehicle. NTS recommends that you transfer to a seat in the vehicle so that you and your mobility device can be properly secured.

ALL PASSENGERS MUST WEAR A SEATBELT!

You may not operate any audio or visual equipment that may infringe upon the comfort of other passengers or impair the driver's ability to transport his/her passengers in a safe manner.

We cannot allow any inappropriate behavior, activities or conversations onboard that may interfere with the safety and comfort of our other passengers.

Failure to follow appropriate decorum could result in suspension of your service.

Please report any concerns that you may have. You can do this by informing the driver or by calling the NTS administrative office at (603) 880-0100.

Please contact us to schedule a trip, for more information or with your comments.

Hours: 8:00am - 5:00pm (Mon - Fri)
9:00am - 5:00pm (Sat)
Phone: (603) 880-0100
Internet: www.ridebigblue.com
US Mail: Nashua Transit System
11 Riverside Drive
Nashua, NH 03062



Nashua Transit System

**CITY LIFT
RIDE GUIDE**

PARATRANSIT SERVICES

Nashua Transit System's City Lift service is a public transportation service for individuals with disabilities who are not able to use our fixed route Citbus service. Service is available to seniors over the age of sixty five (65) on a space available basis.

EFFECTIVE: JULY 1, 2011

Nashua Transit System
603-880-0100
www.RideBigBlue.com

SOME HELPFUL SCHEDULING TIPS!

You must make your trip request no later than 5:00 pm on the day before you wish to travel. We will ask you to pre-schedule your return ride, if one is necessary.

Please try to schedule a realistic time. If you expect to be ready to return at 3:00 pm, please ask for a 3:15pm or 3:30pm return trip so you do not miss your ride if you're delayed.

If you are going to be delayed, please call as soon as you discover that you will be later than your scheduled return ride time. We will attempt to honor your new requested time, but we will not be able to guarantee that you will not have to wait for an available vehicle.

Same day changes in destinations or scheduled pick-up times are not allowed.

MAY I BRING SOMEONE WITH ME?

If you have a registered personal attendant/PCA with NTS, he/she may accompany you at any time at no additional charge. You must inform dispatch when scheduling a trip.

Family members or friends ("companions") are also welcome to ride with you on a space available basis, but an additional fare equal to what you pay will be charged for each person. Please ask if there is seating available for companions when you make your reservation.

As in the case of fixed route service (City Bus), companions less than six (6) years of age ride free of charge, however an adult **MUST** accompany all eligible riders under six (6) years of age.

In order to travel with you, your personal attendants/PCAs or companions must have the same origin, destination and pick-up times as you.

WHAT IF I NO LONGER NEED A RIDE?

It is very important that you call NTS if you are not going to need a scheduled trip by 5:00pm the day before your scheduled trip. To cancel a trip, please call 880-0100 extension 1.

Failure to cancel a trip more than one (1) hour before the scheduled trip time is recorded as a No-Show. NTS would like to meet all of the transit needs in its service area. However, misuse of our service such as excessive No-Shows or Cancellations, prevents NTS from providing as much service as would be possible otherwise.

- A **NO-SHOW** is defined as:
- Failure to be at the scheduled pick-up location within five (5) minutes of the arrival of our vehicle.
 - Failure to give NTS at least one (1) hour notice that you will no longer need a scheduled trip.

Trips missed because of service related problems or for reasons beyond an individual's control are not considered "NO SHOWS".

- A **CANCELLATION** is defined as:
- If the rider fails to call and cancel the trip by 5:00pm the day before the scheduled trip.

A rider will be allowed no more than twenty (20) cancellations or three (3) No-Shows within a twelve (12) month period before their ride service is suspended.

Please refer to the NTS No-Show and Cancellation Policy for specific details regarding the suspension process.

As with all denials of service, riders will be given an opportunity to appeal before their services are suspended. The appeal process will be outlined in the letter from NTS notifying the rider of the penalty. There will be no denial of service while an appeal is pending.

WHAT ARE THE SERVICE HOURS?

The service hours are:
Monday - Friday: 6:15AM - 6:30PM*
Saturday: 9:00AM - 5:30PM*
**Service is provided at the same times as Citybus.*

Service is **NOT** available on Sundays or on the following holidays:
New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

WHAT ARE THE FARES?

Additional Service Fares		Destination		
		Nashua	Hudson	Merrimack
Origin Resident	*Merrimack	\$4.00	\$6.00	\$2.00
	*Hudson	\$5.50	\$3.50	\$7.50

- **ADA Eligible Trips \$2.50**
- **Senior: medical facility \$2.50**
- **Senior: non-medical facility \$5.00**
- **Authorized Medicaid Recipients FREE**

**Fares for residents of Hudson and Merrimack are regulated by the Boards of Selectmen.*

"AFTER 7" EVENING SERVICE

Deviated Fixed Route is available upon request.
The bus will leave prescribed route and travel up to ¾ of a mile on either side of the route to either pick up or drop off passengers. Reservations for this service must be made by 5 pm the day prior to the requested ride.

OTHER IMPORTANT HOW-TO-RIDE TIPS!

Please be prepared to meet the vehicle at the curb if you do not need assistance. If you do need assistance getting to the vehicle, and have told us so, please be ready at the building entrance door that you specified while making your reservation.

The vehicle may arrive anytime within a thirty (30) minute "window", up to fifteen (15) minutes before and fifteen (15) minutes after your scheduled pick-up time.

For example, if your pick-up time is scheduled for 8:00am, the vehicle will arrive between 7:45am and 8:15am.

If you are not available or not ready to take your trip, the driver will leave, and your trip will be recorded as a "NO SHOW".

If the vehicle has not yet arrived within fifteen (15) minutes of the scheduled time, please call us at 880-0100 extension 1.

Once you are inside the vehicle, the driver will assist you with your seatbelt, if requested, and secure your wheelchair if you have one.

For the comfort and safety of all passengers, eating, drinking, smoking and the use of other tobacco products are not permitted in the vehicles.

For the comfort and safety of our driver and other passengers we have a 2 bag limit on all parcels. You must be able to carry your packages and hold onto them at all times while in the vehicle. Large packages will not be transported if it is unsafe to do so, and you may be required to find alternate transportation.

*Please remember City Lift **IS NOT** a Taxi service or a Medical Transportation service.*